

The Chronicle

RATS! Vermin invasion blamed for network outage

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by Tara Miko

RATS gnawing through cabling inside a concrete pole have been blamed for a network outage that impacted four towns in the Toowoomba region.

Finance and Business Strategy group general manager Arun Pratap told councillors at Tuesday's general meeting vermin had been identified as having chewed through the cable last month, impacting the network connectivity in Crows Nest, Highfields, Goombungee and Oakey.

The outage lasted for a day, caused by "vermin destroying fibre optic cable inside the concrete microwave pole at Mount Kynoch" on Saturday, August 26, he said.

"Services were restored by a temporary work-around by Sunday evening.

"Measures have been taken to reduce the future susceptibility of the cable to damage."

As well as the vermin invasion, system outages and unplanned staff absences were blamed for less faults being repaired within service level times.

However the majority of requests and faults were resolved at the first point of contact.

Toowoomba Regional Council's information, communications and technology monthly report also found all but one of 127 changes to the ICT systems were successful, with six partially successful and one change rollback.